



r manager would let her since the scan price displayed it as 39.94. So, I =  
asked her where was the written price matching policy. Afterall, wal-mart =  
is supposed to be a professional business. And one would think that writte=  
n policies are a part of being professional. THIS CASHIER TOLD ME THAT SHE=  
HAD NEVER SEEN IT. HOW IN THE WORLD CAN THAT BE? DON'T YOU TRAIN YOUR AS=  
SOCIATES, OR DO YOU JUST STICK THEM BEHIND THE CASH REGISTER TO DO "JOB-ON =  
TRAINING". Eventually, a manager came over by the name of Nelson. And Nel=  
son told me arrogantly, "Wal-mart does not have to price match this item". =  
I said why, and he said that it is understood that there are certain thing=  
s that they would not do. I told Nelson that I was not satisfied and that =  
I was going to call home office. AND NELSON SAID EVEN MORE ARROGANTLY, "GO=  
AHEAD". He also said that the price match policy was at the customer serv=  
ice desk. I went there and asked an employee if I could see it. And she a=  
sked me WHY (WHAT IS WRONG WITH YOUR EMPLOYEES). I abliged her curiosity a=  
nd told her the reason. She told me that she could tell me the pricematch =  
policy. So, I just let her talk. After she finished, I asked her if I cou=  
ld see it again. She told why do you need to see it when I just told you w=  
hat it was. Finally, YOUR WAL-MART EMPLOYEE DECIDED TO TELL ME WHERE TO GO=  
. GUESS WHERE? She told me to go outside and let over the doors. So, I d=  
id. And there was nothing out there. I immediately called home office and=  
spoke with a representative named Crystal. I explained to Crystal what ha=  
d happened. And she apologized. Crystal also told me to go back inside to=  
the customer service desk. She said that she would email the managers so =  
that they could accomodate my price match request. I went back inside to t=  
he customer service desk just to be given the 20/20 by another one of your =  
so-called hardworking customer service representatives. This employee call=  
ed a manager. Eventually (after he finished sleeping or something--20 minu=  
tes later), the manager showed his face. He did not have a name tag on, no=  
r did he introduce his self. HE DID HOWEVER TELL ME HOW HE RUNS HIS STORE =  
WHICH MEANT THAT I WAS NOT GETTING MY PRICEMATCH. I ASKED HIM IF I COULD S=  
EE THE PRICEMATCH POLICY. HE TOLD ME THAT HE COULD TELL ME. I TOLD HIM I =  
JUST WANTED TO SEE IT. HE TOLD ME THAT HE DID NOT HAVE TO SHOW ME THE POLI=  
CY. HE FURTHER ADDED THAT SOME THINGS ARE SECRETS OF WAL-MART THAT SHOULD =  
NOT BE TOLD. HE SPARED NO EXPENSE OF DISRESPECTING ME IN FRONT OF OTHER CU=  
STOMERS. I GUESS HE DECIDED TO HAVE A SHOW. =20

Let me tell you that I have spent thousands of dollars in Wal-mart in just =  
a couple of months. AND I WILL NOT PAY FOR DISRESPECT. AS A CONSUMER, I E=  
MPPOWER WAL-MART TO OPEN DAILY, TO BE ABLE TO HIRE THESE UNTRAINED EMPLOYEES=  
, TO BUY INVENTORY. I AM WAL-MART SECRET POWER AS WELL AS OTHER CONSUMERS.=  
I WILL GET THE RESPECT AND DIGNITY THAT I DESERVE. AND WAL-MART WILL HON=  
OR THEIR PRICEMATCHING POLICY. YOU MADE THAT RULE, AND I WON'T LET YOU BRE=  
AK IT. =20

I seriously doubt that I will ever buy from your store again, and I will ur=  
ge everyone I know to steer clear as well. In the past, quite frankly, I've=  
been very dissatisfied with you. Usually, I visit your store more than 15 =  
times per month. I spend more than \$80.

Here's what I'd like to see Wal-Mart do about this: I WANT THOSE ITEMS THAT=  
I ATTEMPTED TO PURCHASED TO BE PRICEMATCHED. I WANT DISCIPLINARY ACTIONS =  
TO BE BROUGHT AGAINST THOSE EMPLOYEES LOCATED IN THE WAL-MART IN GULFPORT, =  
MS ON HIGHWAY 49. I HAVE ALREADY REPORTED THIS TO YOUR HOME OFFICE TWICE. =  
SO FAR, I HAVE NOT GOTTEN ANY RESPONSE. I GUESS I CAN SEE WHERE THE ROOT =  
OF THESE UNEHTICAL BUSINESS PRACTICES LIE.=20

Thank you for your attention to this matter. I look forward to your prompt =  
response.

Sincerely,  
moomiel991@aol.com

CC:  
Gene Taylor  
Ronnie Musgrove

